

Lifeline Redcar Prevention Service

Quality Report

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This report describes our judgement of the quality of care at this location. It is based on a combination of what we found when we inspected and a review of all information available to CQC including information given to us from patients, the public and other organisations

Overall summary

We do not currently rate independent standalone substance misuse services.

Following our last inspection in July 2016, the provider was required to make improvements to comply with two regulations as follows:

- The service's premises did not always meet the needs of all clients accessing the service and enable staff to maintain clients' privacy and dignity.
- The service did not assess the risks to all clients and plan to manage those risks.

The 2016 inspection report was published in January 2017. We carried out a focused inspection within six months of the published report and found that the provider had improved the service.

We found that:

- All clients' records included a risk assessment.
- Staff completed all risk assessments on an updated standardised format, which allowed more detailed information to be recorded about the client.
- In line with Lifeline's policy, staff had prepared plans to manage risk where it was medium or high.
- Managers completed a full audit of all client records in January 2017. After that, a team leader checked and signed off all new and updated risk assessments.
- The service had changed the internal layout of its premises to make two rooms available for client consultations with staff at all times.

This means that the provider was no longer in breach of regulation.

Summary of findings

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Summary of this inspection

Background to Lifeline Redcar Prevention Service

Lifeline is a registered charity and a national provider of drug and alcohol services since 1971. The organisation has 35 services across England registered with the CQC. On 2 June 2017, the charity went into administration.

The commissioners for Lifeline services are Redcar and Cleveland Council, who commission care based on local need. Lifeline provides services in the Redcar and Cleveland area from five locations, three of which are registered separately with CQC.

Lifeline Redcar Prevention Service is one of these locations and is registered to provide the following regulated activity:

- Treatment of disease, disorder or injury.

Lifeline was in the process of appointing a registered manager however, this has ceased due to Lifeline being in administration.

The service provides community care for people with substance misuse problems. The services provided to clients are:

- Harm minimisation and needle exchange.
- Testing for blood-borne viruses.

We re-inspected Lifeline Redcar Prevention Service on 13 June 2017, to follow up on the regulatory breaches detailed in our inspection report dated 13 January 2017. The regulatory breaches were as follows:

- Regulation 10 HSCA (RA) Regulations 2014 Dignity and respect - The service's premises did not always meet the needs of all clients accessing the service and enable staff to maintain clients' privacy and dignity.
- Regulation 12 HSCA (RA) Regulations 2014 Safe care and treatment - The service did not assess the risks to all clients and plan to manage those risks.

Our inspection team

The team that inspected the service comprised CQC inspector Susan Brown (inspection lead), and one other CQC inspector.

Why we carried out this inspection

We inspected this service to find out whether Lifeline Redcar Prevention Service had made improvements since our last comprehensive inspection.

When we last inspected Lifeline Redcar Prevention Service in July 2016 we did not rate the service. However, we told the provider that it must take the following actions to improve services:

- The provider must ensure its premises meets the needs of all clients accessing the service and enable staff to maintain clients' privacy and dignity.
- The provider must ensure that all clients have an appropriate risk assessment and related risk management plan.

How we carried out this inspection

On this inspection, we assessed whether Lifeline Redcar Prevention Service had made improvements to the specific concerns we identified during our last inspection.

During the inspection, the inspection team:

- spoke with the service manager, team leader and two other members of staff
- looked at the risk assessment and risk management plans in eight care records

Summary of this inspection

- reviewed the findings from a full care record audit
- reviewed actions taken from audit results
- inspected client areas available for client discussions and needle exchange
- reviewed actions taken to ensure that staff maintain the privacy of clients at all times.

What people who use the service say

We did not speak with people who use the service as part of this focused up inspection.

Summary of this inspection

The five questions we ask about services and what we found

We always ask the following five questions of services.

Are services safe?

We do not currently rate standalone substance misuse services.

We found the following areas of good practice:

- All clients had a risk assessment plan in place. The dates of all records viewed were within the last six months, in line with Lifeline's policy.

Are services effective?

We do not currently rate standalone substance misuse services.

We found the following areas of good practice:

- All clients had a risk assessment plan, which was personalised, relevant, clear and concise. The dates of all records viewed were within the last six months, in line with Lifeline's policy.
- There was a system to highlight all risk assessments that were due for a six-monthly review and managers monitored this.
- Staff completed risk management plans where the risk was medium or high in line with Lifeline's policy.
- Risk management plans were individualised, sufficiently detailed and identified clear actions to mitigate risks.

Are services caring?

We do not currently rate standalone substance misuse services.

We found the following areas of good practice:

- There was a room available for each practitioner to use for clients' assessments, blood- borne virus testing and needle exchanges.
- Staff supervision records included discussions of the importance of maintaining the privacy and dignity of clients for needle exchanges.

Are services responsive?

Since the last inspection in July 2016, we have received no information that would cause us to re-inspect this key question.

Are services well-led?

Since the last inspection in July 2016, we have received no information that would cause us to re-inspect this key question.

Substance misuse services

Safe

Effective

Caring

Are substance misuse services safe?

At the last inspection not all clients had a risk assessment but at this inspection staff had assessed and documented the risks for all clients. When clients were medium and high risk, staff and clients developed a personalised risk management strategy in line with Lifeline's policy.

Staff said they updated records regularly and the dates of all records we reviewed were within the last six months.

Are substance misuse services effective? (for example, treatment is effective)

Assessment of needs and planning of care

Staff assessed the risks to all clients who used the service. Since our inspection in July 2016, the service had used a new form to ensure consistency of records. Staff completed risk assessments with clients at initial assessment for a variety of risk categories such as risk to themselves, staff or children. The tool used was comprehensive, requiring each risk to be categorised as no risk, low, medium or high risk. Staff had to include information supporting each judgement. When clients were medium and high risk, staff and clients developed a personalised risk management strategy in line with Lifeline's policy.

Staff reviewed risk assessments every six months unless clients' circumstances or risk levels changed, in line with policy. The service used an electronic system to highlight client records in advance of the six-monthly review date. Managers monitored the list monthly to ensure that staff completed reviews in time. Staff we spoke with took ownership of their clients' risk assessment reviews and were keen to ensure that they did not exceed a six-month period.

We reviewed eight risk assessments for current clients and all contained comprehensive assessments and information, including the names of family members involved in their care. Records detailed clear actions for

staff and clients to follow where required. Medium and high-risk clients had risk management plans describing strategies to be used, including liaising with other agencies such as probation, social services and GPs.

As a result of our previous inspection findings, managers completed an audit of all risk assessment and management plans to ensure that the new, more detailed format was complete and in use for each client and dated within six months. Managers also checked the appropriateness of risk levels and the quality of the supporting information recorded. At this inspection, we reviewed the audit findings and checked that staff had followed up actions. These included discussions with individuals in supervision and a re-audit to check for completion.

Following Lifeline Redcar Prevention Services' audit in January 2017, a new quality assurance system was introduced. Team leaders checked and signed each new risk assessment and risk management plan for quality of assessment and information provided before the document was uploaded to the computer record system. Team leaders also regularly checked a proportion of cases for each case practitioner to ensure that risk assessments were updated in line with changes in circumstances between the six-monthly reviews. We saw evidence of these smaller audits by team leaders on inspection. However, there was no procedure for how often team leaders should complete them or criteria against which records were audited.

Are substance misuse services caring?

Kindness, dignity, respect and support

Staff told us that since July 2016, the system for clients exchanging their needles had improved. The internal layout of the premises had been adapted and this ensured there were two consulting rooms available for practitioners to use with clients.

Substance misuse services

Managers changed the staffing rota to ensure only two qualified staff are on duty at any one time so they each have a room available. Lifeline Redcar Prevention Service has recruited a receptionist to meet clients when they first arrive at the service and allocate them to qualified staff for an appointment in a consulting room.

Since our report was published in January 2017, staff told us that all clients have been informed of the new system for

privacy of consultations. If necessary, staff ask clients to wait for any needles exchanges or consultations until a room is available. Staff confirmed that they discussed clients' privacy and dignity for needle exchange and other services at supervision meetings to ensure consistency throughout the team. We evidenced two staff supervision records, which confirmed this.